

GRANTEE MONITORING

Grantee Name	Helping Hand Pregnancy Center
Location/Address	910 3rd Ave Worthington, MN 56187
Date and Location of Site Visit	6/22/2017 at Helping Hand Pregnancy Center
Grantee Participants	Susan Voehl ED
MDH Participant(s)	Mary Ottman - PA Grant Manager
Grant Agreement #/PO #	0000285537

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current? [Yes](#).

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2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment? [Yes](#).
3. Where is this central file located? [Computer of Susan Voehl Executive Director.](#)
4. Who is responsible for this central file? [Susan Voehl ED](#)
5. Does the central file include
 - The grant proposal? [Yes](#)
 - The award letter? [Yes](#)
 - The signed grant agreement and any/all amendments? [Yes](#)
 - Any/all requests and/or approvals for scope/budget changes? [Yes](#)
 - The work plans? [Yes](#)
 - Any/all payment requests (invoices)? [Yes](#)
 - Any/all signed subcontracts? [Yes](#)
 - Any/all Progress Reports? [Yes](#)

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? [Yes](#)
2. Are expenditure reports submitted timely and accurately? [Yes](#)
3. Are progress reports submitted with all required information and in a timely manner? [Yes](#)

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CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? **Yes**
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? **Yes.**
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation? **Yes**

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? **Yes.**
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? **Yes.**
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll? **Yes**
 - Travel? **Yes**
 - Overtime? **Yes**
 - Timesheets? **Yes**
 - Taxes? **Yes**
 - Purchasing? **Yes**
 - Compensated time off? **Yes**
4. Are employees time sheets approved?
By whom (what position)? **Susan Voehl Executive Director**
By the Executive Director? **Yes**
5. Does the Grantee's payroll preparation and distribution involve more than one employee? **Yes**
6. Does an authorized official approve all checks before being signed? **Yes.**



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Additional Comments:

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? [Helping Hand Pregnancy Center has been a grantee since 2006, and started with the work plan of the new grant cycle June 2016.](#)
- Why was it started? [To encourage Positive Alternatives to abortion in our area. We address unique pregnancy and parenting challenges due to our large non-English speaking immigrant and refugee population, Community College, and our outstate location.](#)
- What need does your program fulfill? [We provide free options counseling, and pregnancy and parenting support until the child's 1st birthday.](#)
- How has the program grown or changed since its beginning? [Our program started very small and we have grown and become more proactive leaders in addressing the changing needs of our diverse clients, many who live in poverty.](#)

Grantee's Target population

- Who does the organization primarily serve? [Often, we serve low income Pregnant and parenting single women that speak English, Spanish, and Karen. We seek to serve the vulnerable and challenging clients referred from child-protection, the Alternative High School, Nobles County Jail and area \(drug & alcohol\) treatment facilities.](#)
- What is the program's demographic and geographic coverage? [0-50 miles from Worthington.](#)
- Review recent Demographic reporting. [The current grant has allowed us to increase our programs and services and increase client numbers.](#)

Leadership and Governance

- Effective Board: How many board members currently serve, who are they?
[8 Directors on the Board:](#)

- [Technology \(IT\) Business Owner](#)
- [Pastor](#)
- [Local Business Owner](#)
- [Youth & Community Leader](#)
- [Lumber Business Owner](#)
- [Farmer](#)
- [Public School Teacher](#)

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- ED as a non-voting member
- How often do they meet? **Monthly.**
How are they informed of organization's progress and challenges? **Detailed written and verbal reports at the meetings.**
- How supportive is the Board of the program? **100%**
- How is the program staffed? **As specified in the budget.**
- Who is responsible for the supervision of grant staff? **Susan Voehl RN ED**
- How are staff evaluated on their performance? **Employees are evaluated by line items on their job descriptions.**
- How long have PA staff been employed there? **1 month to 8 years**
- How are staff background checks done? **Yes. Note that we would like to utilize the system of background checks used by the MDH and DHS.**
- What is your organization's policy on complaints for staff and clients? **Employees follow the Grievance Policy. Client complains are handled on an individual basis.**

Budget

- Does the current budget reflect your work plan activities? **Yes.**
- Is the budget accurate for the project size/scope? **Yes.**
- Do you have any challenges with the budget or invoicing? **Challenges are managed.**
- Has your Financial Reconciliation taken place? **No**
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.

Review Work Plan including:

- **Work Plan**
 - Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
 - **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything you want to share about your current program to explain its status?

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- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons?

Our current PA Grant responsibilities, as detailed in the annual work plan were achieved. These activities were thoughtfully designed to support, encourage and assist women in carrying their pregnancies to term, improve pregnancy outcomes, support parenting efforts, and improve family stability and self-sufficiency.

Overall, we primarily assisted pregnant and mothers of babies <12 months by helping them identify their unmet needs through Case Management, and begin activities which work toward meeting those needs. Essentially, we've provided a framework to improve child well-being, quality of life for individuals, couples, and the family unit by encouraging growth, health, improved relationships, stability, and self-sufficiency.

The efforts of our "**Targeted Outreach of Pregnant / Parenting Young Adults**" was an innovative activity started in the last grant cycle and was expanded to include PA Grant outreach at MN West College. We are excited to have a dedicated place and time to meet individuals in our high-risk group and feel that the program is off to a good start.

We feel there is great potential in our area for increased service delivery in the area of **Child Passenger Safety** if opportunities for employees to obtain proper credentials as Car Seat Technician/ Practitioners would be available nearby, and on a regular basis.

Worthington, MN is a very diverse community. Our multi-lingual work plan activities have been valuable and successful, and have helped to resolve health disparities to mothers and children who are often vulnerable new immigrants or refugees. Parent of newborns are very eager to learn how to care for them. Some of the current parenting trends are good and safe, but other trends should be avoided, and we help parents make important decisions.

Because the barriers of poverty, anxiety, and oppression are even larger than we previously thought in Worthington, our future strategy will be to design more effective client services, for those who have *only* received 3-4 years of elementary education before immigrating. Difficulties to parent effectively while having extremely low literacy & overall education level are many and daily. We pride ourselves in getting acquainted with our clients and providing holistic care and encouragement. Our new Spanish-speaking employee is doing very well. She's had an easy transition because she knows the community and culture and they trust her.

Our work plans for this Grant Cycle have been ambitious and multi-faceted. Parenting is hard work, and we teach clients ways to parent intentionally. It has been our pleasure to partner with many like-minded community organizations to achieve our goals, and we have placed an

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emphasis on improving client visit documentation by using web-based *Cool Focus (TM) Data Information System*. Each employee documents client services and progress toward the client's self-determined lesson plan. We are confident that our work plan was carefully followed and PA Grant funds have been spent wisely.

Work plan	Goal	Reported 3-31-17
Case Management Program	47	68
Interpreter Services	34	38
Life-skills Education	40	49
Mentoring Program	18	40
Parenting Education	37	36
Pregnancy Education	37	40
Provide Necessary Services assessments to all clients	44	68
Provide Necessary Services assessments to clients not receiving other grant service	2	3

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients?

Data:

- How is program data collected and by whom? Is data collected useful to agency?
- Anything we can do to help or simplify data collection?

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation?

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Partners

- If applicable: how are people referred to the program? A multi-faceted outreach. Are there any barriers encountered with referral sources? [We are constantly readjusting to decrease barriers to service.](#) What is your most common referral source? [Word of mouth, and Nobles County Community Services.](#)
- Challenges with partners or specific counties? [Our program at MN West Community and Technical College is still in its first year, so it's still new with a lot of adjustments to make.](#)

Miscellaneous

- Anything else you would like to share? [A few miscellaneous questions.](#)
- Anything else we haven't asked?

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? [Client Documentation Systems that sync with our Quarterly Reports.](#)
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? [We liked it better when we could "roll over" the budget money.](#)

Summary:

Helping Hand Pregnancy Center (HHPC) has been a Positive Alternative (PA) grantee since 2006. They provide services for pregnancy and parenting women through options counseling, and pregnancy and parenting support until the baby's first birthday in a largely rural area in southwestern Minnesota. The area they serve has large populations of Hispanic and Karen speaking women who HHPC are able to serve with the help of interpreters.

Services that HHPC provide their community with PA funding include: case management, interpreter services, life-skills education, mentoring program and pregnancy and parenting education. Through their education programs they also include information on safe car seat use and safe sleep education. Information and education is also given on the topics of shaken baby prevention and child abuse.

A new initiative for HHPC this year includes the regular presence they are providing at their local community college. Once a week they are able to spend several regularly scheduled hours to be available for student who may have questions or need assistance and offer to provide services for their needs. The staff are encouraged by this effort and plan to continue this outreach. They have worked out the financial arrangement with the college and should be able to continue to provide this unique outreach service.

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Timesheet documentation was discussed and the Director will look at the MDH sample timesheet template that was sent out last summer as an example spreadsheet. PA grantees were given the options to use the spreadsheet for their documentation. This MDH example spreadsheet provides the information needed by all grantees for staff hour documentation.

Work plan and quarterly update reporting was also reviewed. After the discussion it was agreed that the Director will review and submit a newly revised quarterly update report for approval. The program/activity, "case management," was the main area that we reviewed and new projected report counts will be submitted.

The Director is currently looking into the possibility of seeking to arrange for the local training of several of their staff for car seat technician training. Training throughout the state is sparse and the cost to send the staff needed to have the program get off the ground would be costly. It may be less expensive to hire to have the training done locally. The staff look forward to have certified car seat technicians on staff to provide car seat training for the community.

HHPC has been a responsive and dedicated PA grantee. They continue to provide much needed services to the diverse population of clients in the Worthington area many who live in poverty. They have built a community of partner agencies and organizations that they work alongside to provide quality services for their clients. They continue to provide outreach to the area so that all women in need may know about their services. It has been a pleasure to work with HHPC in providing PA funding to the rural area of southwestern Minnesota.

Date: June 29, 2017

Grant Manager: Mary Ottman